

August 12, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

I learned about CapTel via an email from DHHIG. I sent an email to the Ultratec contact and received my phone shortly thereafter for a trial period. The CapTel phone makes using Relay more personal. The other person I am speaking to does not even know they are being called using a Relay service. One feature I especially love is the ability to make phone calls to service representatives where I need to press a key for different options. I was not able to do this using a regular relay service and the relay operator would have to hang up to ask me what I needed in order to know what key number to press for the option I wanted. I would like CapTel to become a permanent, full-time service.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

Deloris V. Smith
2444 S. Nelson Street
Arlington, VA 22206